

| | |
|--|---|
| Topic: Casualty Notification/Assistance Operations | OPR: DHR, Casualty Office 760-380-4036 |
| Reference: AR 600-8-1 (Army Casualty Program). AR and DA PAM 638-2 (Care and Disposition of Remains and Personal Effects). AR 600-8-4 (Line of Duty Policy, Procedures and Investigations). | |
| <p>Procedure:</p> <ul style="list-style-type: none">• If the Casualty Office receives initial information, contact the Emergency Operations Center (EOC) at 760-380-3750. Provide EOC with a copy of the Casualty Report.• If the EOC receives initial information, notify the Casualty Office during duty hours. After duty hours EOC will contact the Casualty on call person. If EOC is unable to make contact with the Casualty Office or the on call person, then you should contact the Fort Huachuca Casualty Assistance Center (CAC) at 1-800-248-0759.• Casualty/Mortuary Officer during duty hours will immediately obtain a copy of Serious Incident Report (SIR) from EOC and verify circumstances, if during non-duty hours, the DHR employee who is on-call will perform this task.• Casualty/Mortuary Officer during duty hours will contact the Fort Huachuca CAC immediately, if during non-duty hours, the DHR employee who is on-call will perform this task.• Casualty/Mortuary Officer during duty hours will immediately obtain the deceased Soldiers Military Personnel File (MPF) and forward to the CAC a copy of the SIR, DD Form 93 and SGLV, if during non-duty hours, the DHR employee who is on-call will perform this task.• Review DD Form 93 to identify location of the next of kin (NOK).• Appointment of CNO/CAO, must be SFC or above, CW2 or above and CPT or above.• When the next of kin reside in the NTC area, request the EOC task a Casualty Notification Team comprised of a Casualty Notification Officer (CNO) and Chaplain for primary/secondary next of kin notification.• Notification team must report to the Casualty Office for a briefing in Class A uniform within one hour of unit being notified.• When the next of kin reside in the NTC area and there is a requirement for a Casualty Assistance Officer (CAO) contact the EOC and request a CAO based on requirements. CAO will report to the Casualty Office in Class A uniform within one hour of the unit being notified.• The CNO/CAO must be must be certified and of equal rank or higher to the deceased or next of kin, which ever is higher.• Appointment orders for CAO/CNO will be prepared by the Casualty Office. | |

| | |
|--|--|
| Topic: Casualty Notification/Assistance Operations | OPR: DHR Casualty Office 760-380-4036 |
| Reference: AR 600-8-1 (Army Casualty Program). AR and DA PAM 638-2 (Care and Disposition of Remains and Personal Effects). AR 600-8-4 (Line of Duty Policy, Procedures and Investigations). | |
| <p>Procedure:</p> <ul style="list-style-type: none"> Battalion/Squadron/Unit Commander. Implement the following actions. <ol style="list-style-type: none"> Identify officers or noncommissioned officers to perform the following duties as necessary: <ol style="list-style-type: none"> CAO/CNO (Refer to AR 600-8-1) Summary Court Officer (SCMO) must be an officer. (Refer to AR 638-2 and DA Pam 638-2) Line of Duty Investigating Officer (IO) must be an officer of equal or greater in rank. (Refer to AR 600-8-4) Remains Escort (Must be in equal rank to deceased) or SGT or above. (Refer to AR 638-2 and DA Pam 638-2) Commander will appoint or orders the SCMO and IO, each should report to the Casualty Office for initial briefing. Prepare letters of sympathy for the NOK and forward to the Casualty Office for review and mail out. Commanding General Letter of Condolence. <p>Casualty Office will prepare letters of condolence for the Commanding Generals signature.</p> Request for Military Funeral Honors. <ol style="list-style-type: none"> All request will be made through the Casualty Assistance Center at 1-800-248-0759. | |